



## OFFICIAL RESPONSES TO VENDOR QUESTIONS RFA-2021-DLTSS-08-SERVI

No.	Question	Answer
1.	<p><b>ServiceLink Aging and Disability Resource Center Services RFA, Section 1, Request for Services, Subsection 1.8, Paragraph 1.8.3 and Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.2, Paragraph 2.2.3</b></p> <p>What are the differences between Person-Center Options Counseling and Specialized Care Transition Counseling?</p>	<ol style="list-style-type: none"> <li>1. Person-Centered Options Counseling is an approach to providing services as defined in Section 1, Subsection 1.8, Request for Applications Terminology, Paragraph 1.8.3, Definitions.</li> <li>2. Specialized Care Transition Counseling is a group of services selected Applicants will be required to provide, as specified in Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.2, Consumer Information, Referral, and Counseling Services, Paragraph 2.2.3, Specialized Care Transition Counseling.</li> </ol>
3.	<p><b>Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.1., Paragraph 2.1.1., Subparagraph 2.1.1.1., Part 2.1.1.1.3</b></p> <p>Are selected Applicants required to have weekend and evening coverage?</p>	Yes.
4.	<p><b>Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.1, Paragraph 2.1.1, Subparagraph 2.1.1.6</b></p> <p>What is the definition for newly eligible individual?</p>	See Addendum #2, Section 1.
5.	<p><b>Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work , Subsection 2.3.,</b></p>	See Addendum #2, Section 2.



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	<p><b>Paragraph 2.3.1., Subparagraph 2.3.1.3</b> What is the requirement for selected Applicants to collaborate with state and community programs in rural areas?</p>	
6.	<p><b>Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.4., Paragraph 2.4.5., Subparagraph 2.4.5.4.</b> How do selected Applicants comply with the requirement to contact veterans referred for services within 3 business days?</p>	See Addendum #2, Section 3.
7.	<p><b>Appendix A, ServiceLink Scope of Services, Section 3, Performance Measures and Reporting Requirements, Subsection 3.2, Paragraph 3.2.10</b> If a provider contacts a selected Applicant on behalf of an individual requesting services, must the selected Applicant complete this requirement?</p>	Yes.
8.	<p><b>Appendix B, Budget Worksheet</b> Is there a version of Appendix B, Budget Worksheet in a fillable format?</p>	<p>Yes. There is a hyperlink to the budget worksheet in Excel format posted on the Department's website for this procurement. The hyperlink is located in Program Information <a href="#">Vendor Contract Exhibits and Forms</a> Appendix D: <a href="#">Budget Form</a></p>